

Housing and Homelessness: Update to Equalities Board

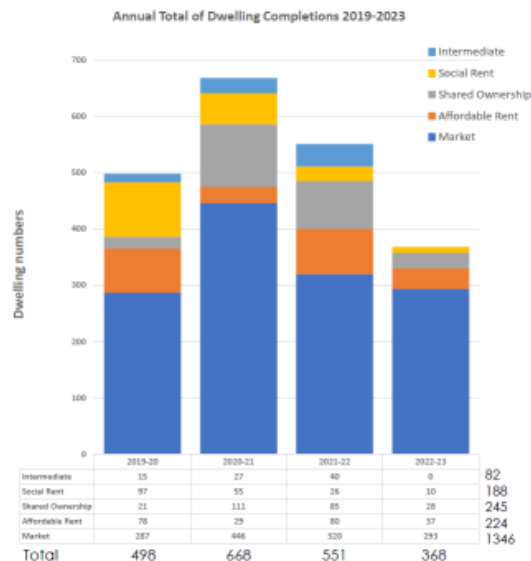
**Enfield Council Equalities
Board: 8 November 2023**

Overview of Housing Issues

- Overview of Housing Supply
- Overview of Housing Register
- Placements including out of borough
- Tenant engagement – 2022 Tenants Survey

Equalities Impact of Housing Supply

New dwellings completion in Enfield continues to fall below requirement. With the most significant fall happening in 2022/23.*



* Excludes schemes with less 5 homes and specialist housing

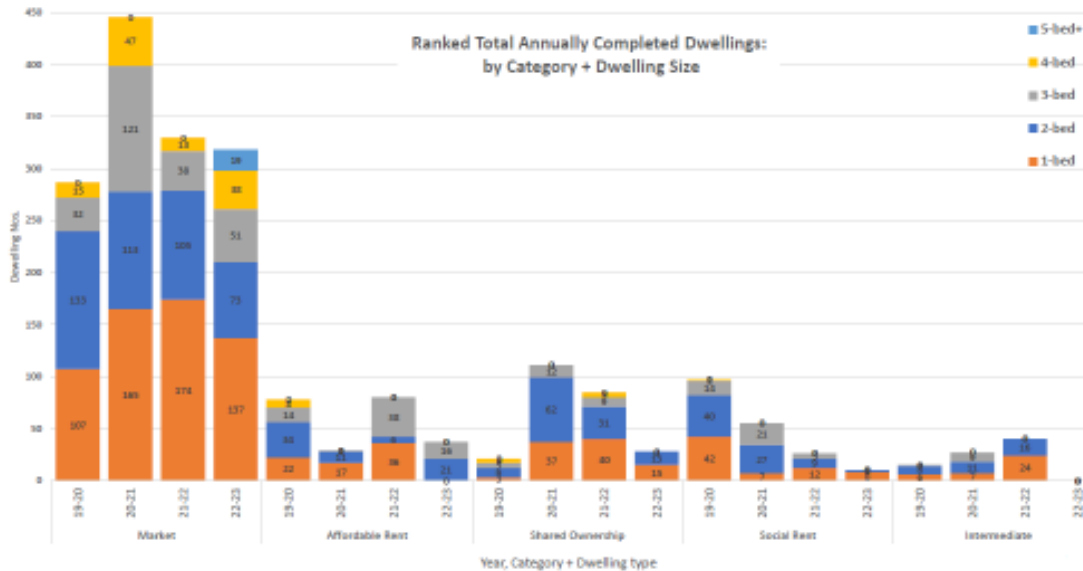
Housing supply has fallen short of the demand for new homes in London for many years and home building is currently facing unprecedented economic headwinds. Alongside persistent challenges such as levels of government investment, funding and policy uncertainty and funding rigidity, market conditions over the past year have been extremely challenging. Interest rates remain high and while the cost of construction materials has stabilised, they are at very high levels. This means that the cost of development (including debt servicing) is more expensive. Higher rates of contractor insolvencies, in part because of these conditions, are also making development more expensive and uncertain.

For social housing landlords, the combined effects of government policy to cap rent rises and mounting demand to tackle damp and mould, fire safety and energy efficiency are taking housing and development budgets to the point of being unsustainable. London's social housing stock has a lower level of decency than other parts of the country, driven by an older stock profile, a higher proportion of high-rise units, higher density development, and higher levels of overcrowding.

Lack of new supply coupled with the decline in the rental market is having significant implications for homelessness and temporary accommodation (TA). London is the epicentre of the national homelessness crisis, with more than half of all TA placements in the country made by a London borough. London Councils' own research has found that we have the equivalent of the population of Oxford living in TA, which amounts to one in 50 Londoners and includes one in 23 children.

- Extract from **"Making the economic case for housing investment in London"**, London Partnership Board, 17 October 2023

All Completions



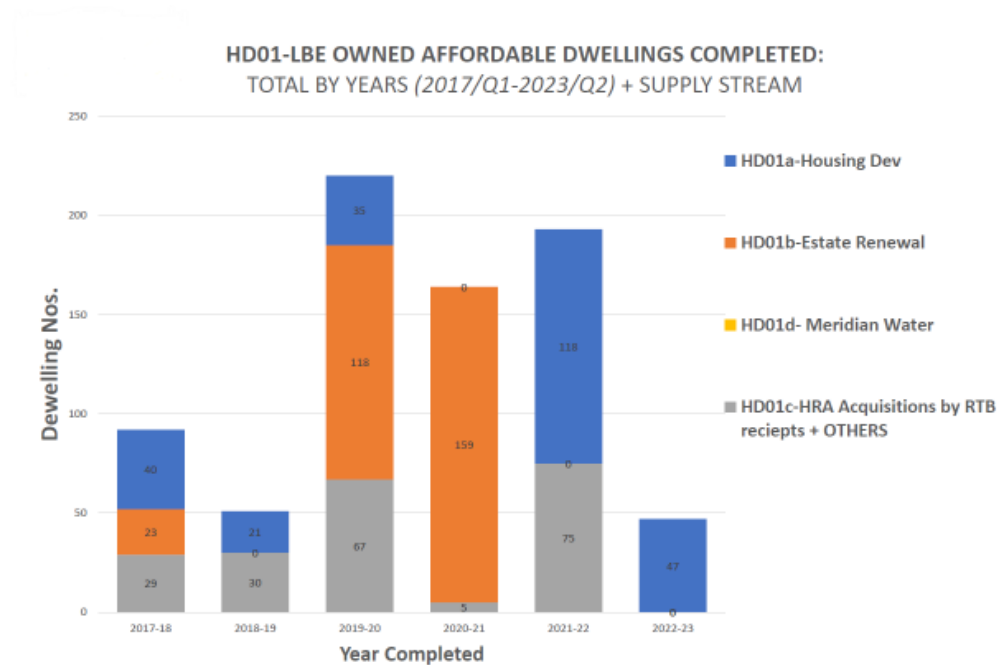
Completions have declined in all categories, with an aggregated supply peak of 668 units in 2020/21 falling by 45% to 368 units in 2022/23.

The predominate need within the borough is for large family homes (3 bedroom and larger). However:

- 1 & 2 bed units generally predominate across all these completions.
- 2 & 3 beds predominate in the 2022-23 affordable rented sector, although this is a small share of that years completions.
- 4 bed completions are found predominantly in the private market.
- 5 beds have only been completed in the private market but this was only in 2022-23.

A lack of supply impacts on low income households, particularly those with protected characteristics.

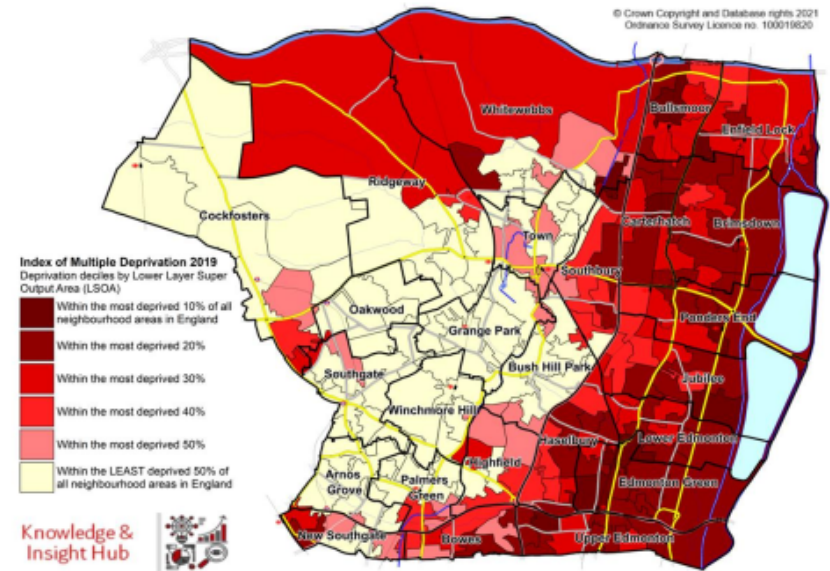
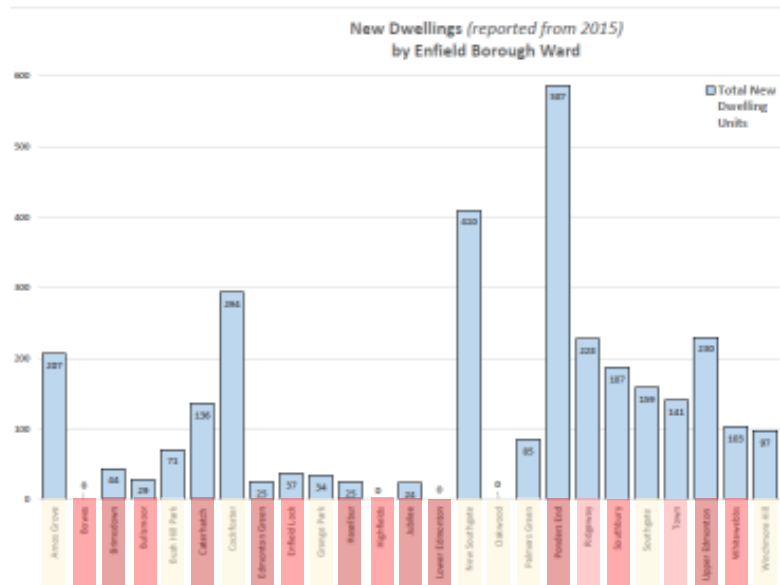
Council-owned Affordable Housing Completions



The reported annual number of Council-owned affordable housing completions from 2017 to 2023 shows significant fluctuation:

- Completions peaked in 2019-20 with 220, of which 67 were enabled through acquisitions.
- The 2022-23 total at 47 is significantly below the previous 3 years which averaged 192, and below 2018-19 at 51, which was also low.

Completions by Ward

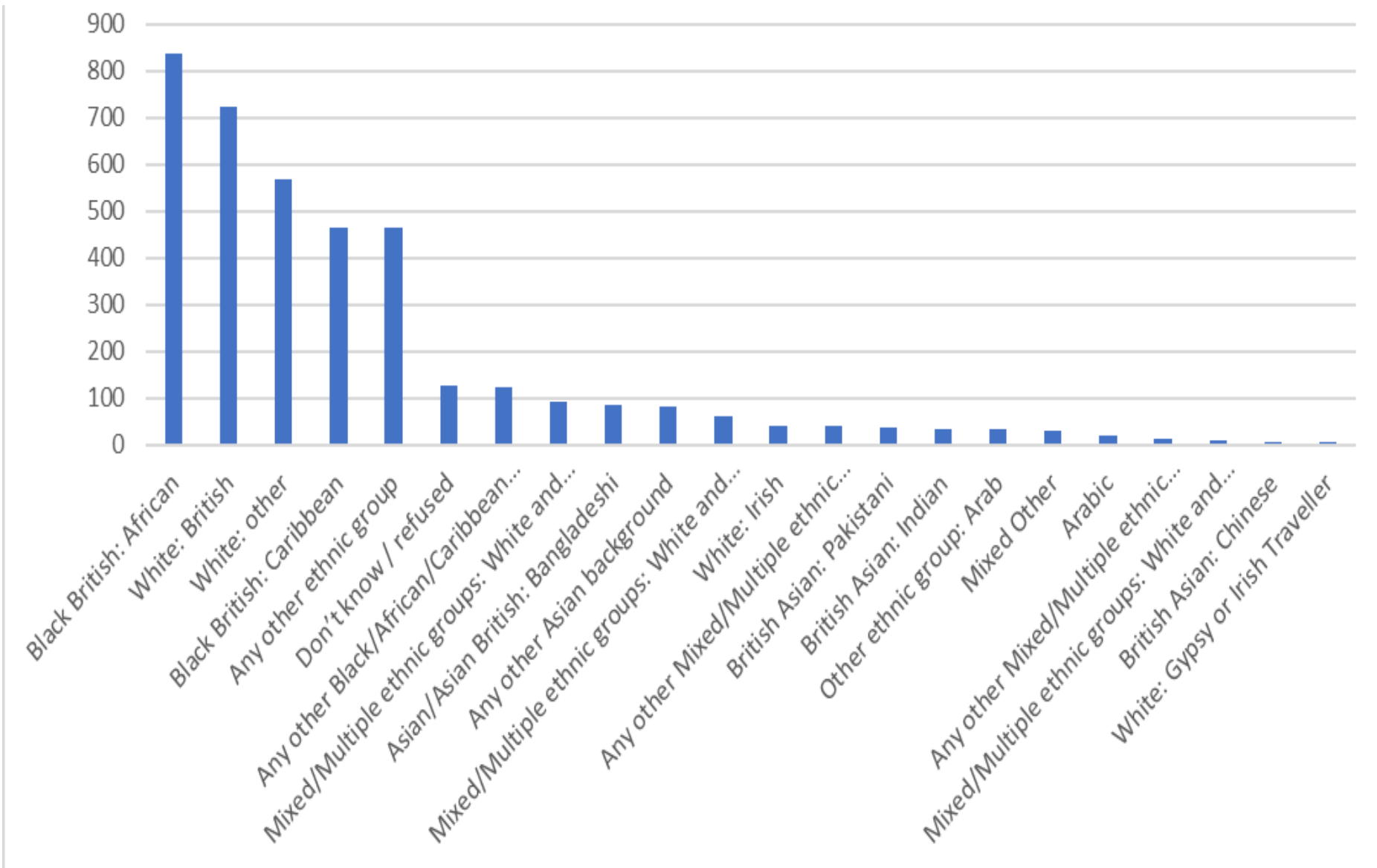


- Nearly 1,800 homes built in wards with areas within the most deprived 50% or greater
- Over 1,200 homes built in wards with areas within the least deprived 50%

Social Housing Allocations

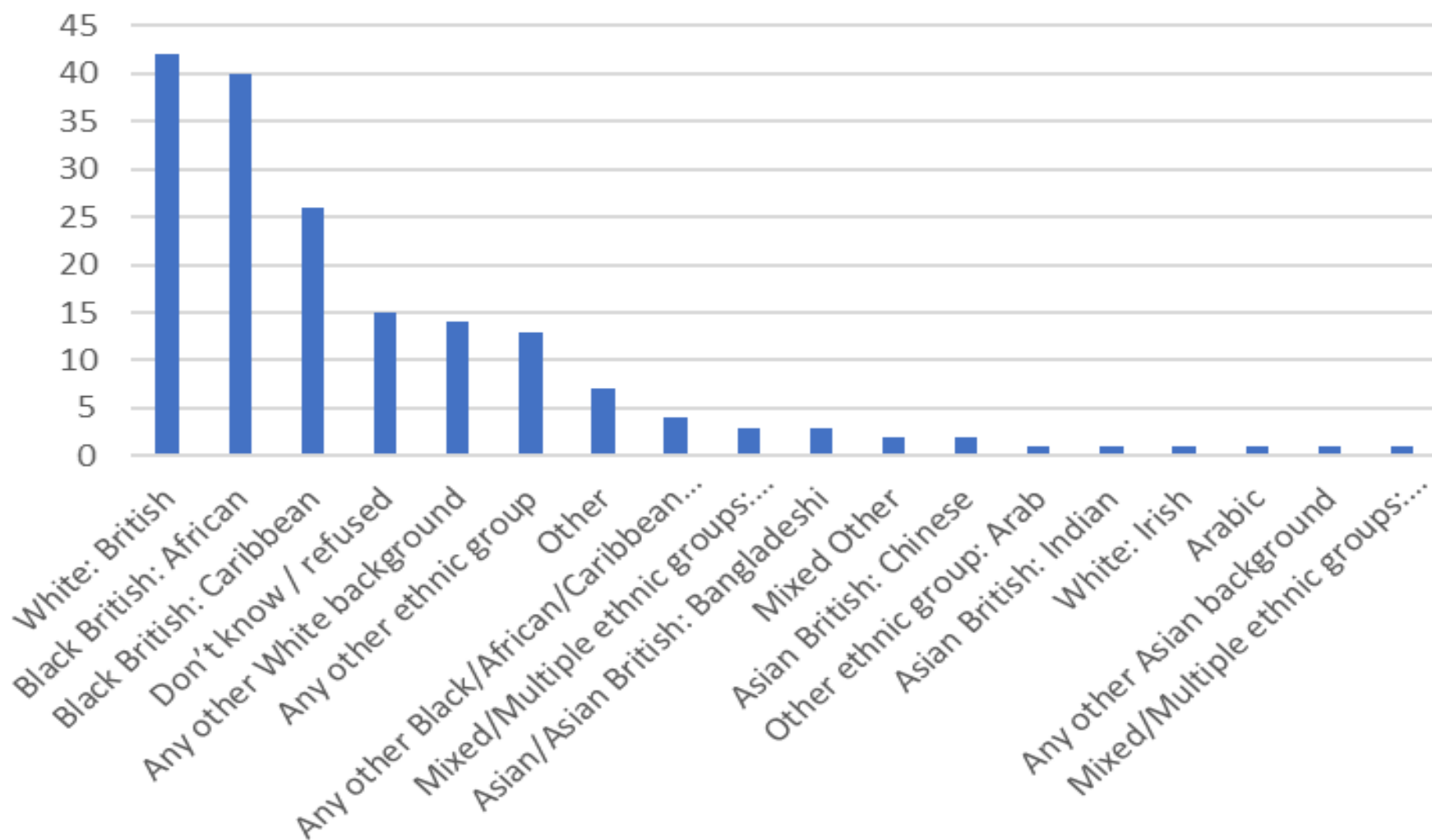
Housing Needs Register – Ethnicity

- No data on 2589 households



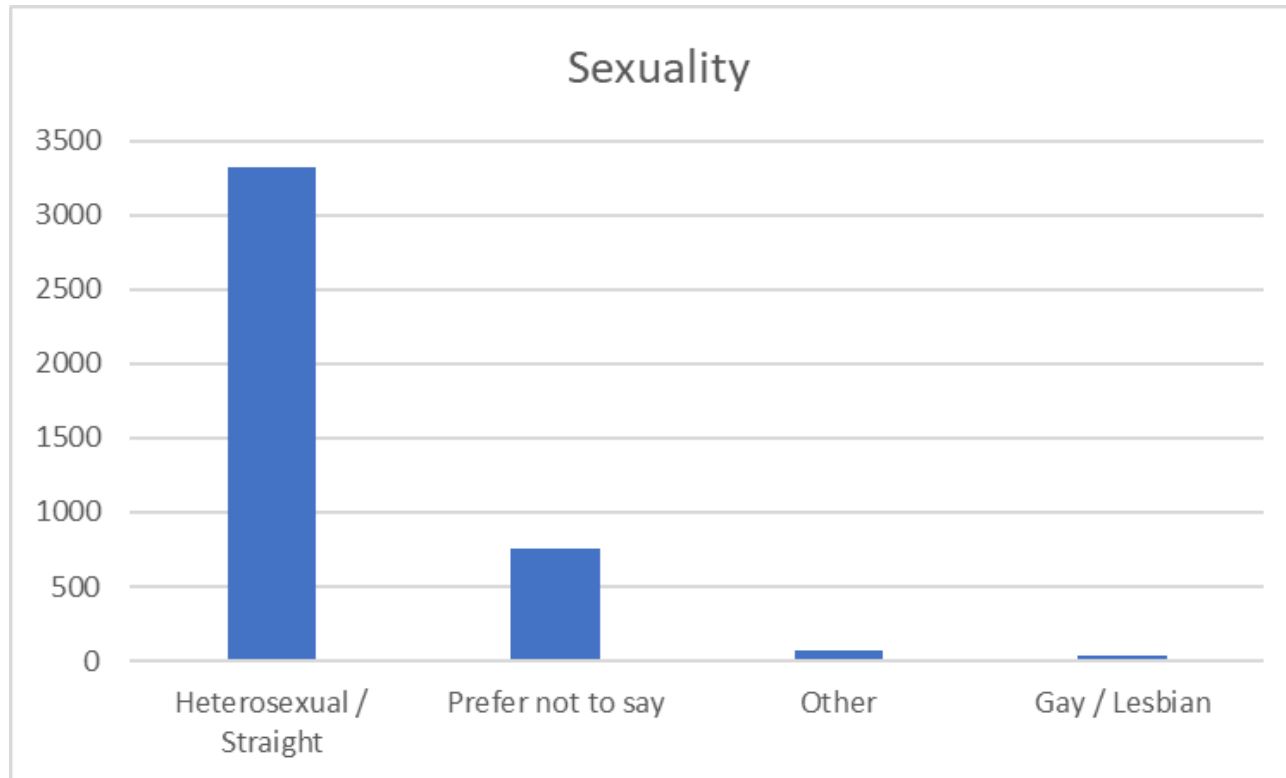
Allocations - Ethnicity

Allocations to Social Housing

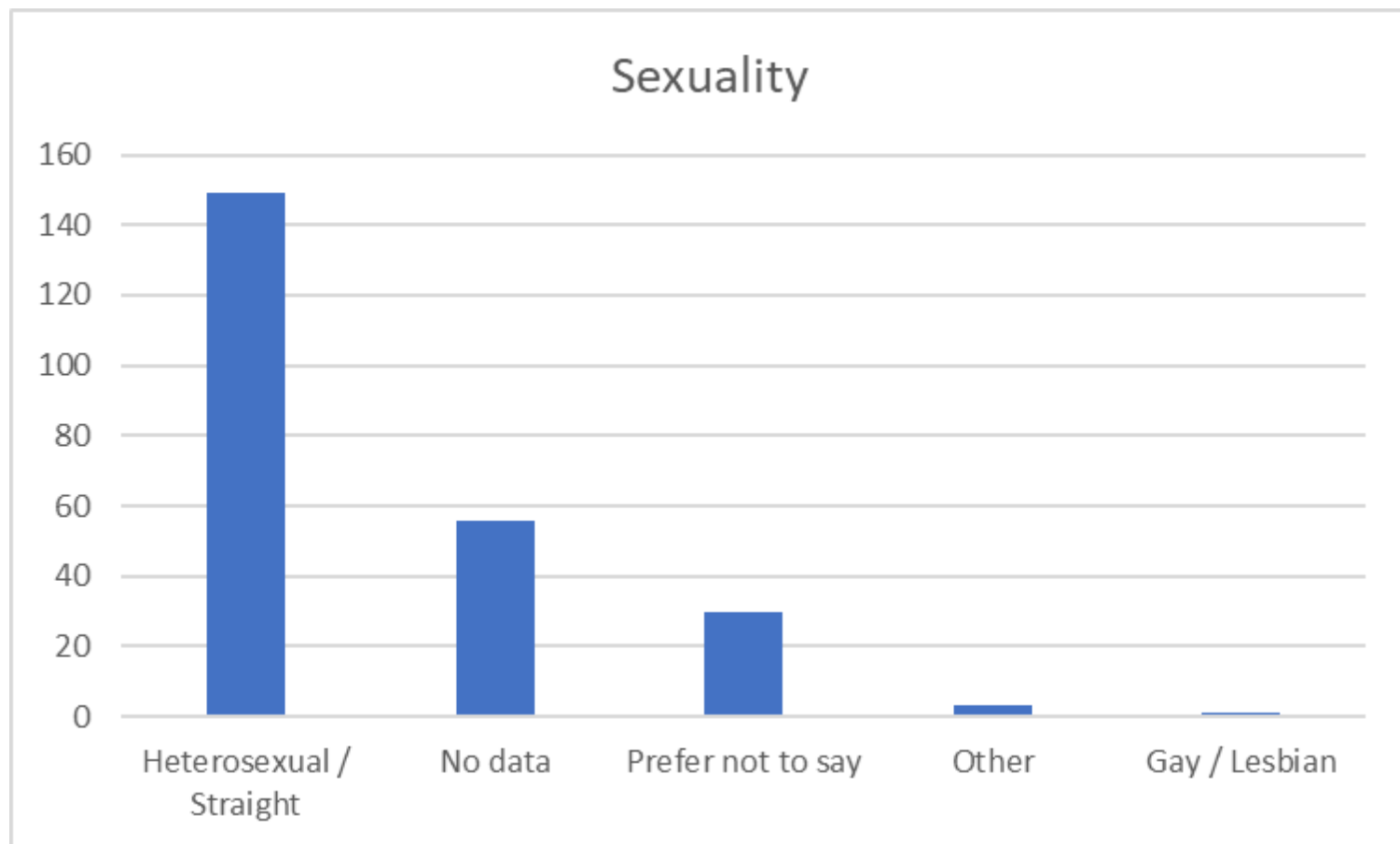


Housing Needs Register – Sexuality

- no data on 2841 households



Allocations - Sexuality



Out of borough placements: The Policy

- Statutory obligation to look at in borough placements first
- How do we choose who gets to stay in borough?
 - Medical
 - Education
 - Employment
 - Support needs

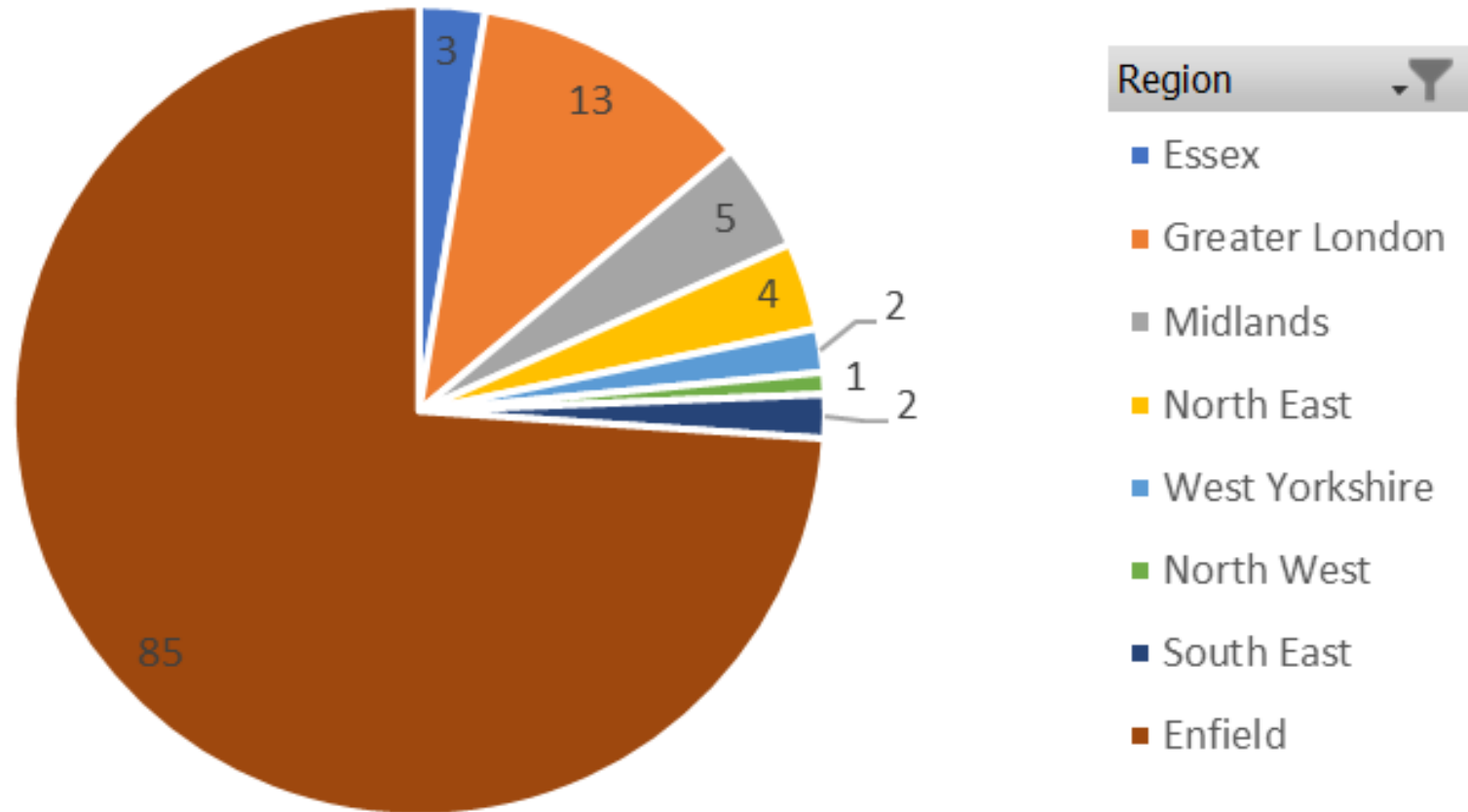
Suitability

- Every offer must be suitable to meet the needs of the household
 - Size
 - Affordability
 - Health
 - Schooling
 - Employment
 - Transport/facilities
 - Community and diversity
- Monitoring framework in development

Evolving picture

- Figures for the year to date
- In borough supply continues to fall due to affordability
- 52 properties currently being offered (as at 26/10/23)
 - 17 in borough
 - 10 in Greater London
 - 25 outside the South East

115 Private Rented Placements to date

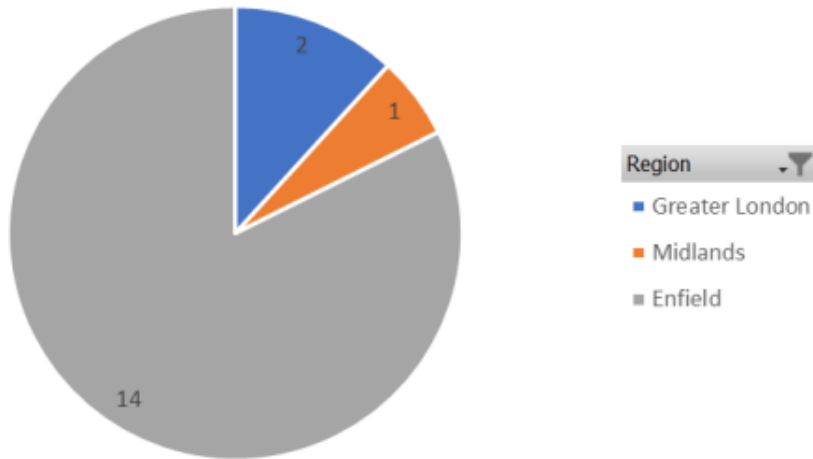


Breakdown of PRS placements by ethnicity

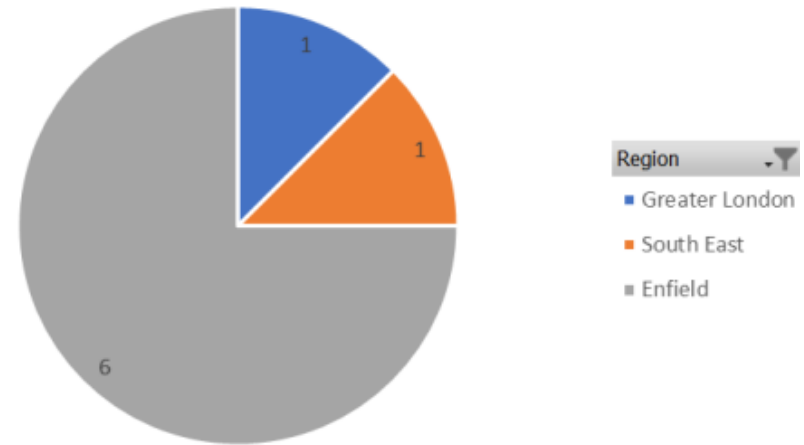
Any other ethnic group	2
Asian or Asian British - Indian	1
Black or Black British - African	12
Black or Black British - Caribbean	5
Don't know / refused	79
Mixed - White and Black Caribbean	1
White - British	8
White Other - Gypsy/Roma	1
White Other - Irish Traveller	1
White Other - Other	4
White Other - Turkish/Cypriot	1
Total	115

Ethnicity by placement area

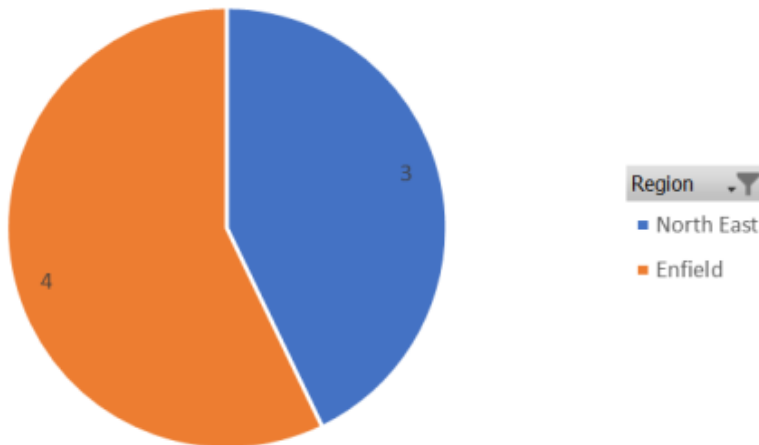
Black or Black British



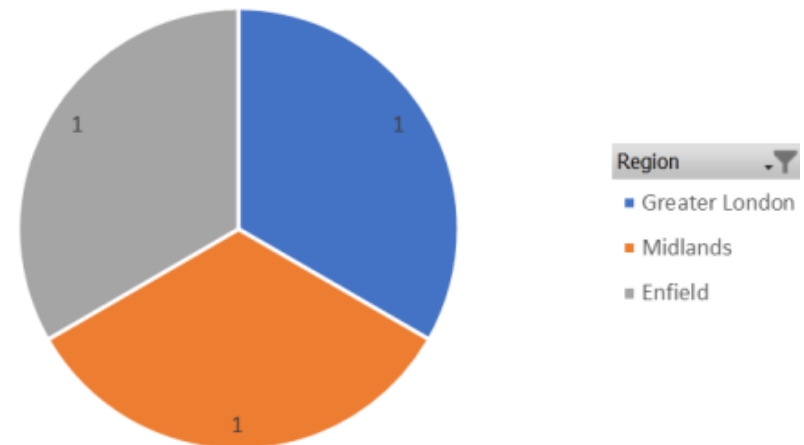
White British



White Other

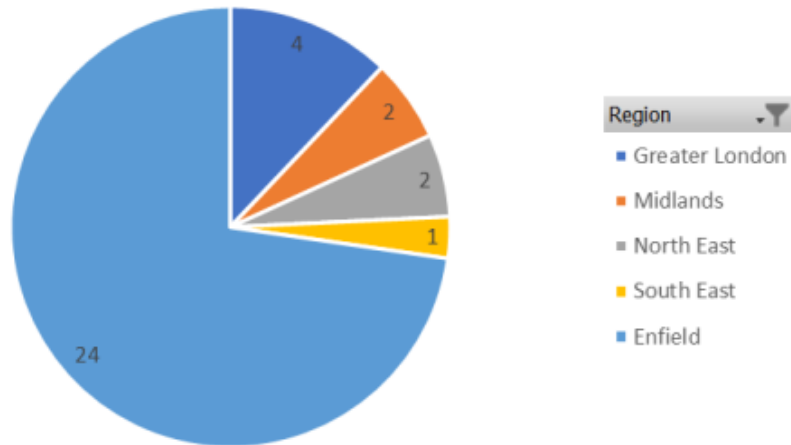


White and Black British

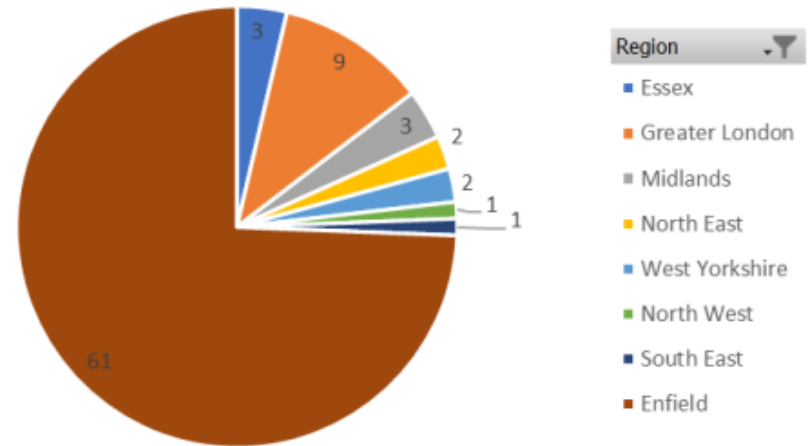


Sexuality by placement area

Heterosexual

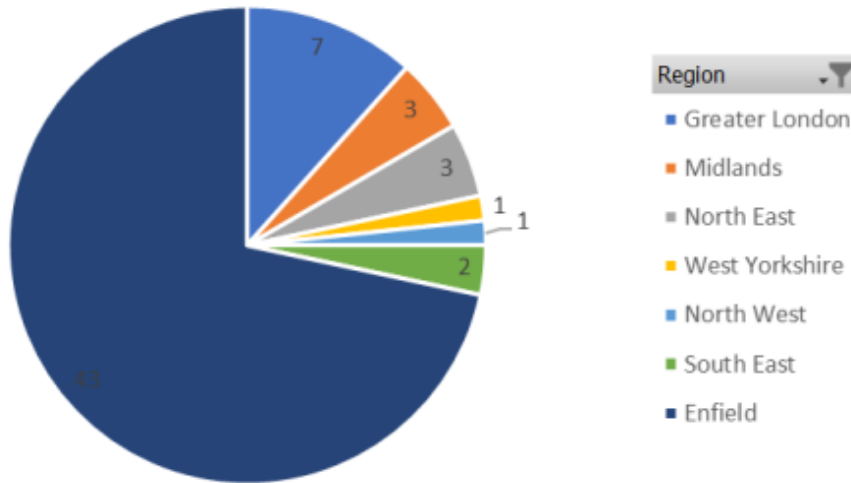


Not Known

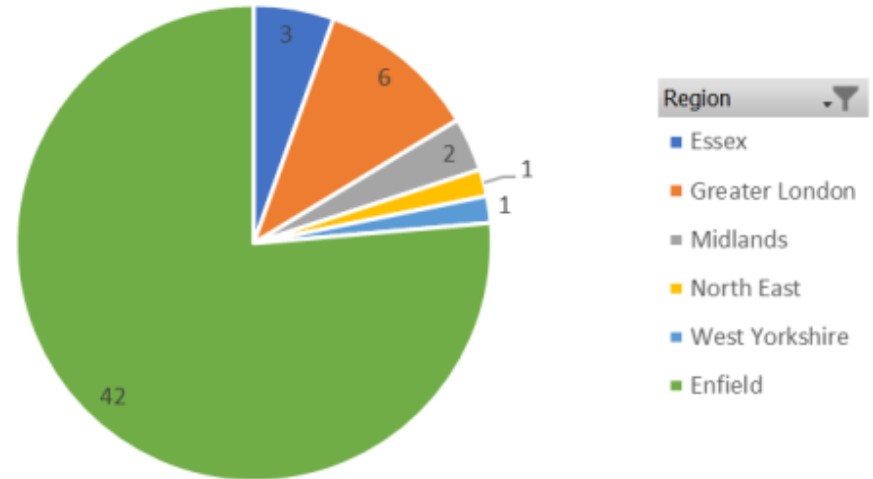


Gender Reassignment by placement area

Same gender



Not known



Key issues to address

- Quality of data and willingness of residents to share
 - Insufficient data on religion
 - 79 households had no equalities data
- Ensuring that host communities are sufficiently diverse
- Ongoing shortage of supply to meet need
- New presentations continue to increase
- Upward pressure on rents continues
- Changes to the Renters Reform Bill (s21)

Tenant satisfaction Equalities analysis

**Analysis of the findings of our 2022 Housing Service
Satisfaction Survey for Council Housing tenants
(general needs and sheltered) leaseholders and
temporary accommodation tenants**

www.enfield.gov.uk

Produced by the
Corporate Strategy
Service



Introduction

Topics analysed

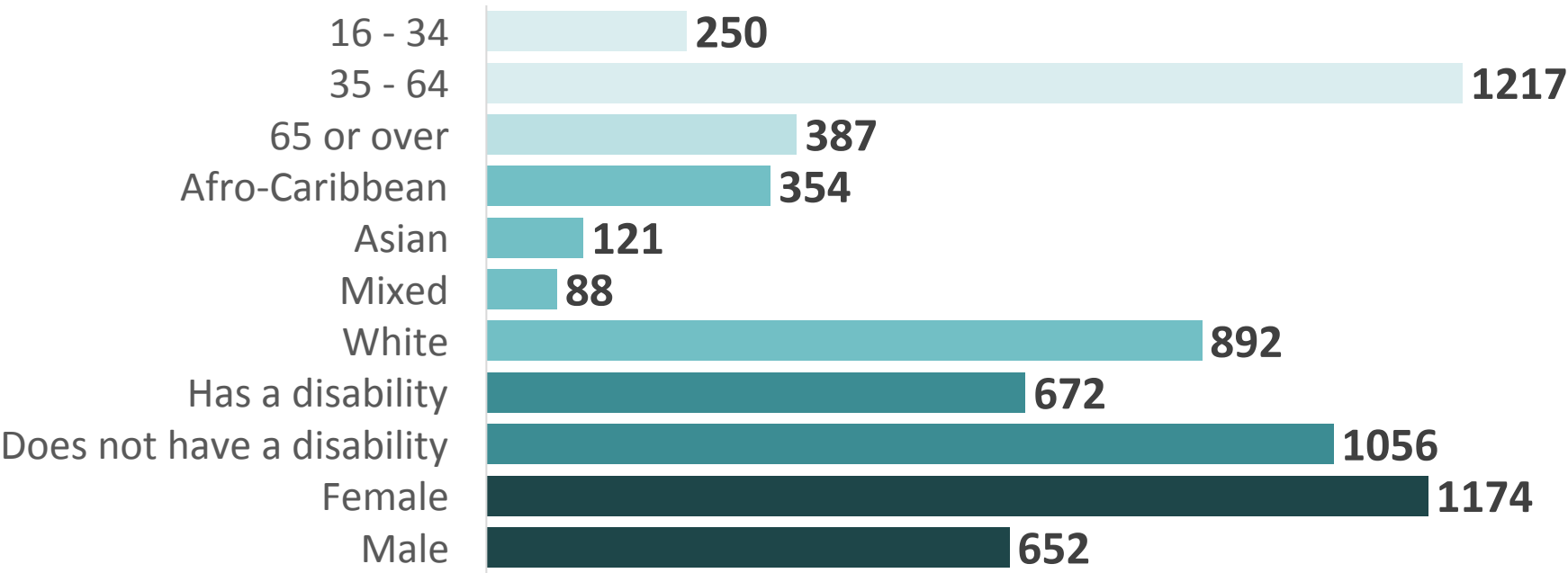
- Questions asked in our 2022 survey which directly link to the Tenant Satisfaction Measures (TMS) that will form the basis of future research, as prescribed by the Social Housing Regulator
- Question on safety outside in the local area after dark. This has been included as this is a topic where there may be an expectation of a difference in perceptions by protected characteristic

Key elements of the survey methodology

- Number of participants - 1,873 (including 604 general needs tenants, 106 sheltered tenants, 565 living in temporary accommodation and 518 leaseholders – these are unweighted bases)
- Data collection method – telephone interview and online questionnaire
- Fieldwork period – 31 October to 7 December 2022
- Equalities monitoring questions asked to identify age, gender, disability and ethnicity
- The sample has been weighted to ensure representativeness

Respondents

Weighted profile of respondents by protected characteristic



This chart displays weighted base sizes. Weighting factors are low suggesting that each protected characteristic was broadly represented in the sample prior to the weighting factor being applied. NB not all respondents provided a response to each of the equalities monitoring questions.

Analysis of perceptions by age

Around six out of 10 (147 out of 250) of all respondents aged 16-34 live in temporary accommodation (TA). Thus, the views of 16-34 year olds in temporary accommodation will have a significant impact on the scores recorded overall for the same age group.

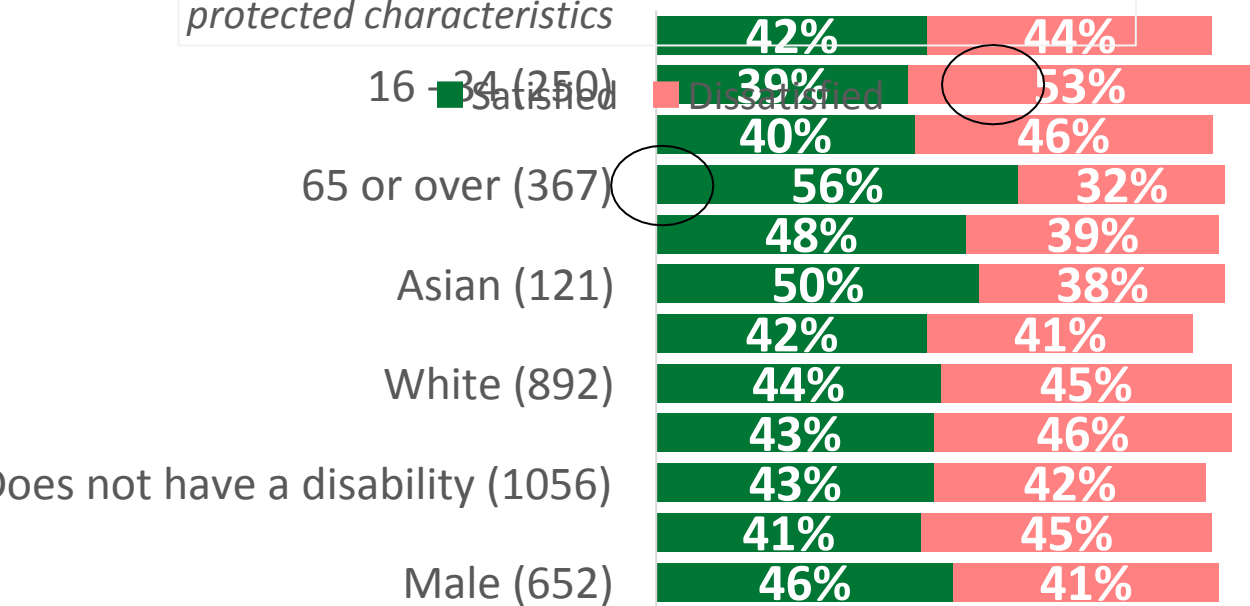
With positive ratings among those living in TA being comparatively low (and negative scores being high), this may, in part explain the difference in opinions across the various age groups. Thus, the differences in perceptions across age groups may be explained by tenure rather than experience based on age.

We could look at this issue in more detail by comparing the views of 16-34 year old respondents across each type of tenure. However, the numbers in this age groups in some forms of tenure is not substantial enough to enable meaningful analysis (e.g. 31 leaseholders and 66 general needs – unweighted).

Housing service (overall)

Comparatively high levels of dissatisfaction among 16-34 year olds

Satisfaction / dissatisfaction with the housing service overall. *All respondents and protected characteristics*



16-34 year olds are less satisfied than those aged 65 or over. While the latter are more dissatisfied than the former.

Analysis suggests perceptions of **satisfaction with maintenance of the property** is the main driver of perceptions with the overall service among respondents (excluding leaseholders). It is notable that those **aged 16-34 and 35-64** have lower satisfaction scores with maintenance than those **aged 65 or over** (35% and 47% c.f. 74%). This may only be a partial explanation and the relationship may be correlation.

N.B. those who describe themselves as being of **mixed ethnicity** have less definitive opinions than others.

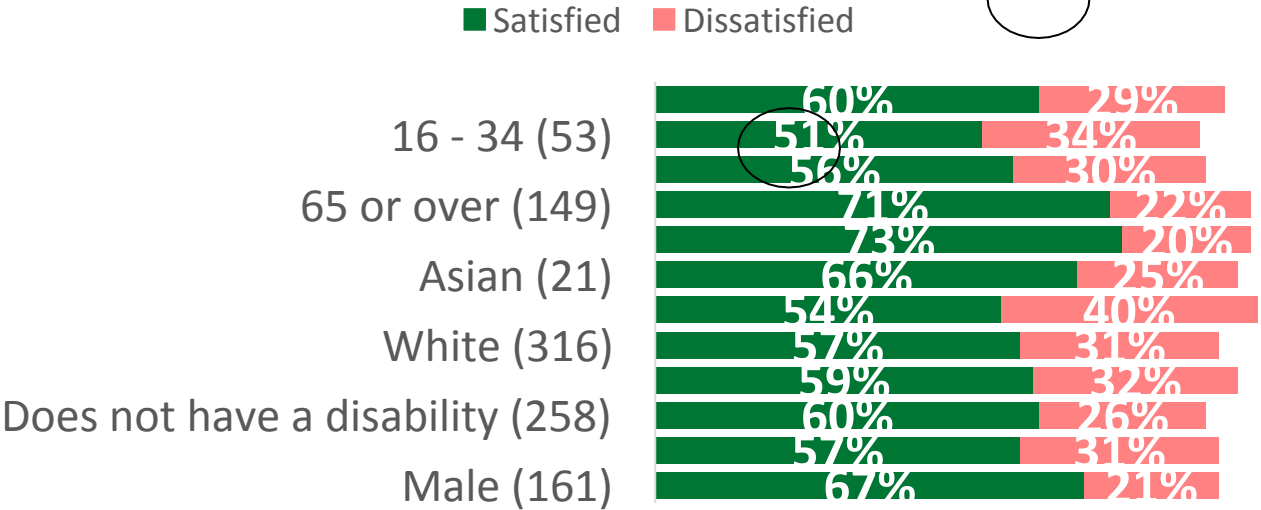
Q. Taking everything into account, how satisfied or dissatisfied are you with the housing service provided by the property managers / service provided by Enfield Council's housing service? Base: all respondents. Weighted base sizes are in parenthesis.

Repairs service (overall)

Satisfaction levels are comparatively low among females and high among 65 or older

Satisfaction / dissatisfaction with the repairs service. *All respondents and protected characteristics*

Caution: low base sizes, especially in relation to ethnicity



Those **aged 65 or over** are more positive than the other age groups.

Females less satisfied and more dissatisfied than **males**.

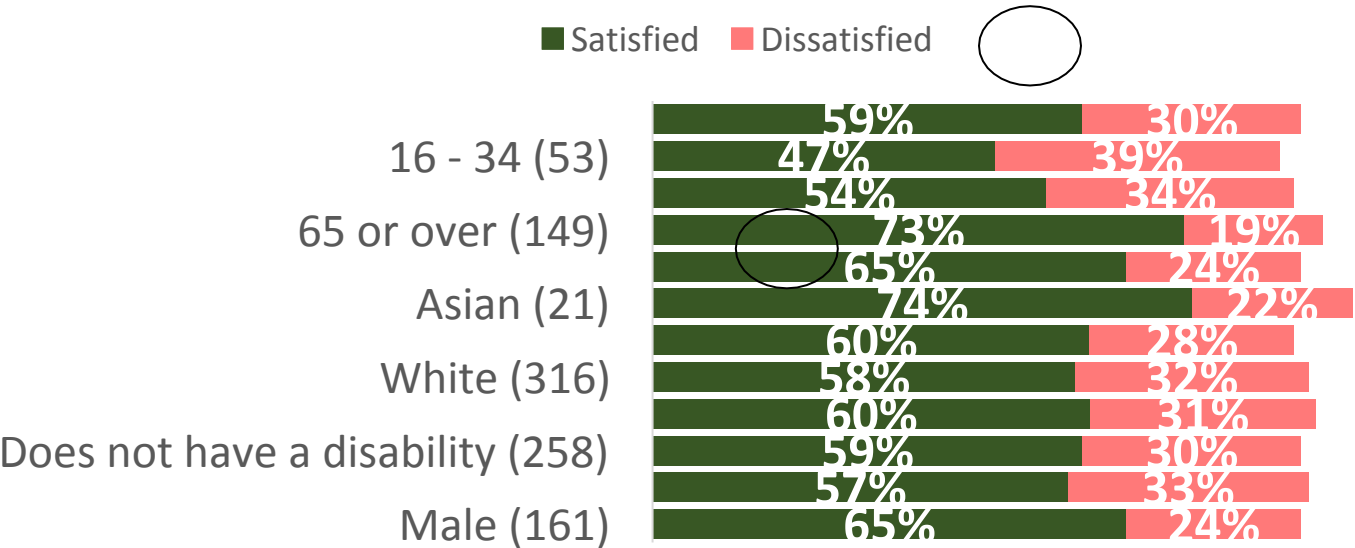
Q. How satisfied or dissatisfied are you with the overall repairs service from Enfield Council's Housing Service over the last 12 months? Base: Those who have had Enfield Council's Housing Service carry out a repair to your home in the last 12 months. Weighted base sizes are in parenthesis.

Time taken to complete most recent repair

Comparatively low satisfaction scores among female respondents

Satisfaction / dissatisfaction with time taken to complete most recent repair. *All respondents and protected characteristics*

Caution: low base sizes, especially in relation to ethnicity



Those **aged 65 or over** are more positive and less negative than other age groups.

Females are less satisfied than males. Levels of dissatisfaction just within the margin of error (NB low base sizes in relation to this question, compared to questions asked about all respondents)

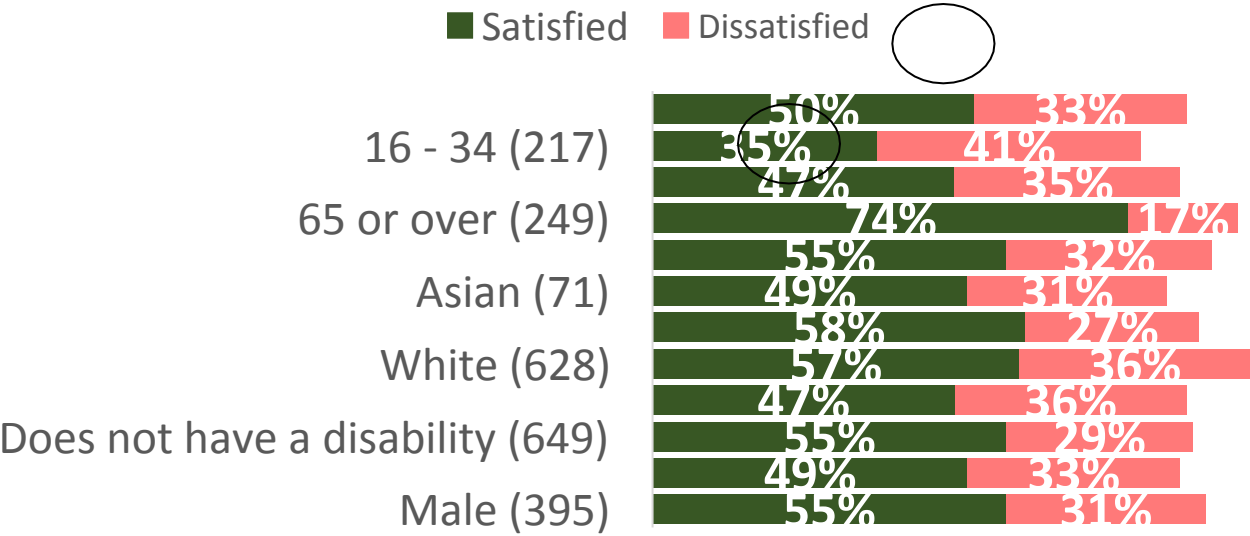
Q. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? Base: Those who have had Enfield Council's Housing Service carry out a repair to your home in the last 12 months. Weighted base sizes are in parenthesis.

Home being well maintained

Those with a disability, younger respondents and females are less positive about key issue

Satisfaction / dissatisfaction with the home being well maintained. *All respondents and protected characteristics*

NB: key driver analysis suggests this is the main influence on overall satisfaction



Those **aged 16-34** are less satisfied than both **35-64 year olds** and those **aged 65 or over**. With dissatisfaction for the youngest age group being more than double that of those **aged 65 or over**.

Those **with a disability** are less satisfied and more dissatisfied than those who **do not have a disability**.

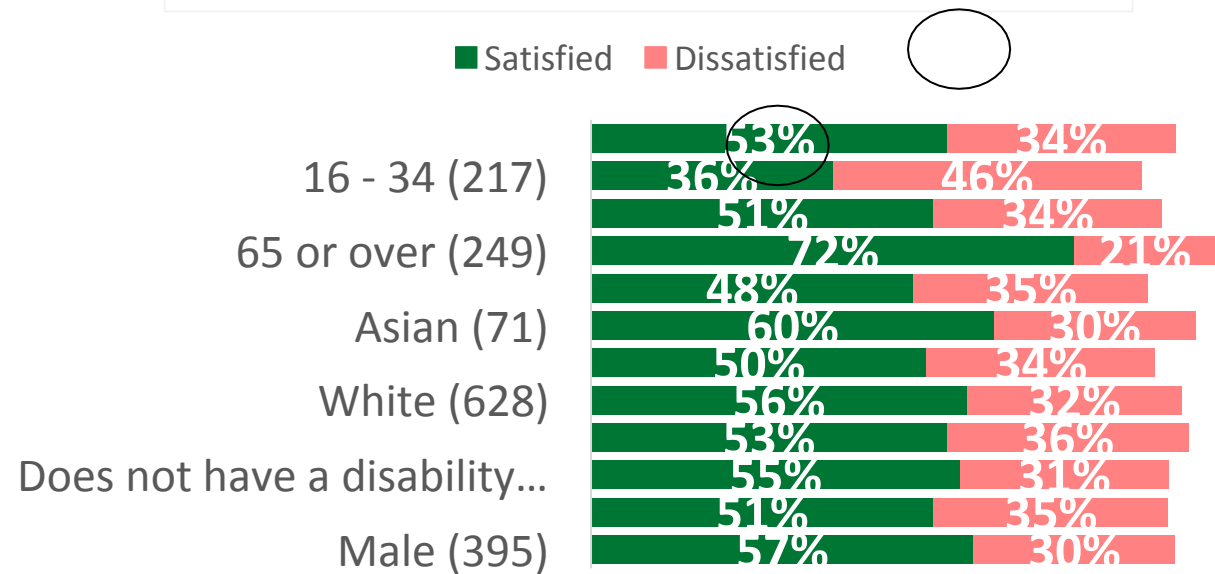
Females are less satisfied than **males**.

Q. How satisfied or dissatisfied are you that housing service provided by the property managers : Enfield Council's Housing Service' provides a home that is well maintained? Base: All groups except leaseholders. Weighted base sizes are in parenthesis.

Home being safe

Data indicates significant differences in perceptions by age are most stark

Satisfaction / dissatisfaction with the home being safe. *All respondents and protected characteristics*



Those **aged 16-34** are less satisfied than **other age groups**. This satisfaction score for 16-34 year olds is 21 points lower than the overall score.

White respondents are more satisfied than **Afro-Caribbean**.

Those **with a disability** are more dissatisfied than those who **do not have a disability**.

Females are less satisfied than **males**.

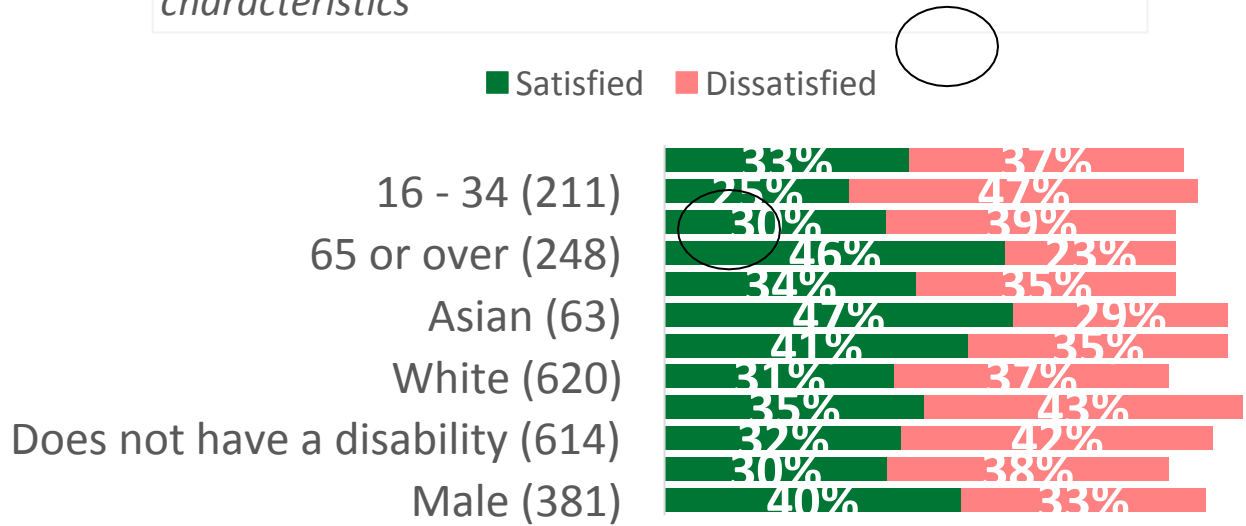
Q. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Housing Gateway : Enfield Council's Housing Service provides a home that is safe? Base: All groups except leaseholders. Weighted base sizes are in parenthesis.

Council listening to views and acting on them

Substantial differences across the age ranges

Satisfaction / dissatisfaction with the Council’s Housing Service listen to views and act on them. *All respondents and protected characteristics*

NB: high proportion of respondents who did not select a *satisfied* or *dissatisfied* option



Consistent with other indicators, there are substantial differences by age.

Asian respondents are more satisfied than those who are white.

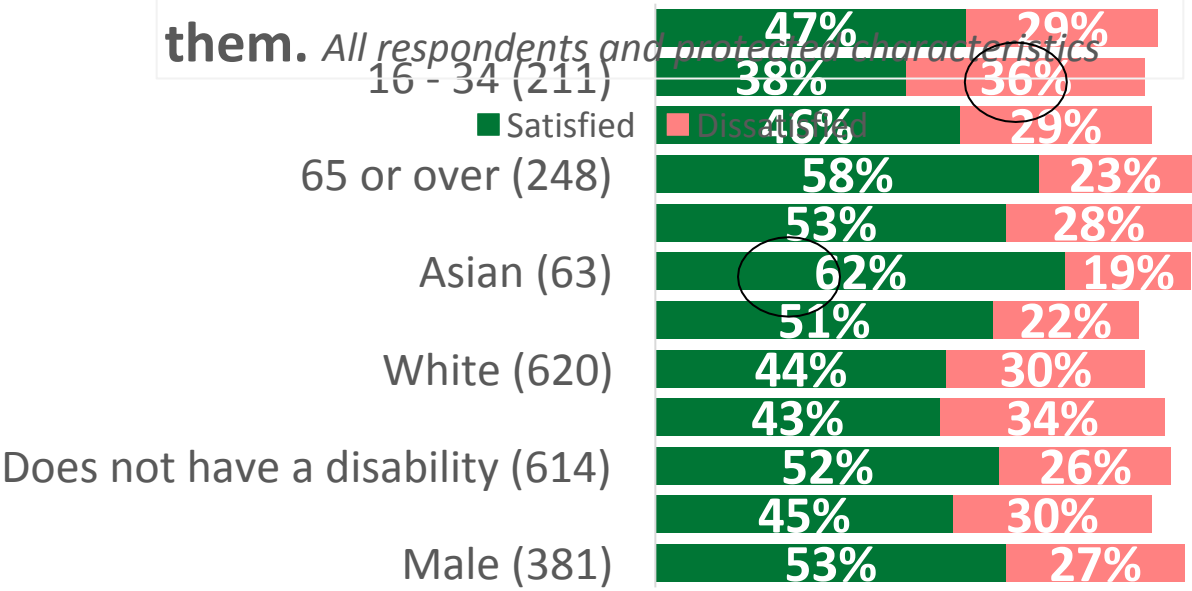
Females less satisfied than males.

Q. How satisfied or dissatisfied are you that Enfield Council's Housing Service listens to your views and acts upon them? Base: All groups except leaseholders and gateway customers. Weighted base sizes are in parenthesis.

Being kept informed

Those with a disability recorded comparatively both low positive and high negative scores

Satisfaction / dissatisfaction the Council's Housing Service keeps respondents informed about issues that matter to them. All respondents and protected characteristics



NB: high proportion of respondents who did not select a *satisfied* or *dissatisfied* option

Consistent with other indicators, there are substantial differences by age. Asian and Afro-Caribbean are both more positive than white respondents.

Those with a disability are both less satisfied and more dissatisfied than those with a disability. Formatting / method an issue?

Females less satisfied than males.

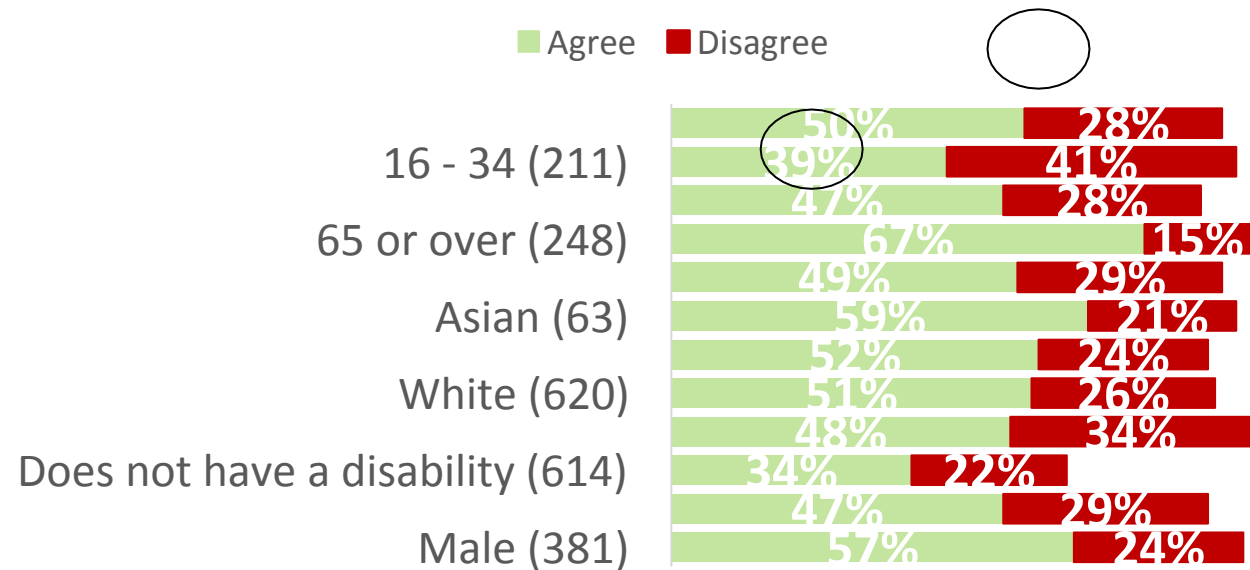
Q. How satisfied or dissatisfied are you that Enfield Council's Housing Service keeps you informed about things that matter to you? Base: All groups except leaseholders and gateway customers. Weighted base sizes are in parenthesis.

Treated fairly and with respect

Number of 16-34 year olds who disagree exceeds proportion who agree

Agree / disagree the Council treats them fairly and with respect. *All respondents and protected characteristics*

NB: high proportion of respondents who did not select either *agree* or *disagree* options



Consistent with other indicators, there are substantial differences by age.

Lower agree and higher disagree scores among **those with a disability**.

Lower agree score for **female**, than males.

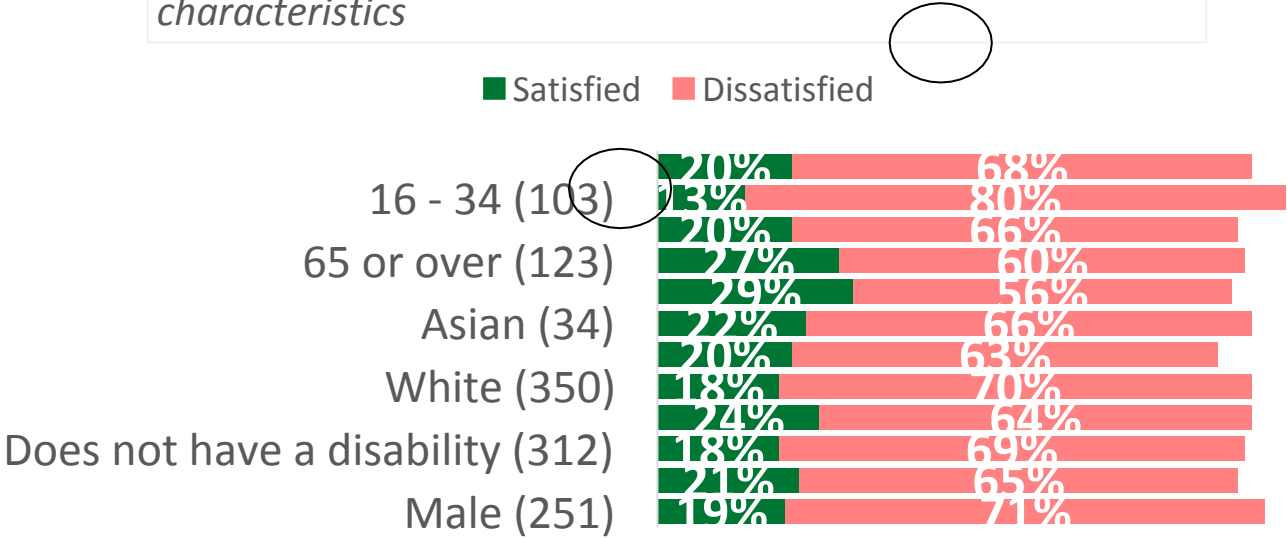
Q. To what extent do you agree or disagree with the following Enfield Council's Housing Service treats me fairly and with respect? Base: All groups except leaseholders and gateway customers. Weighted base sizes are in parenthesis.

Complaints handling

Across all groups, the proportion who are dissatisfied exceeds the number satisfied

Satisfaction / dissatisfaction with the Council's Housing Service approach to complaints handling. *All respondents and protected characteristics*

Caution: low base sizes, especially in relation to ethnicity



Only significant differences among comparative protected characteristics is that **those aged 65 or over** have a higher satisfaction score than **those aged 16-34**.

Q. How satisfied or dissatisfied are you with Enfield Council's Housing Service approach to complaints handling? Base: Those who have made a complaint to Enfield Council Housing Service in last 12 months. Weighted base sizes are in parenthesis.

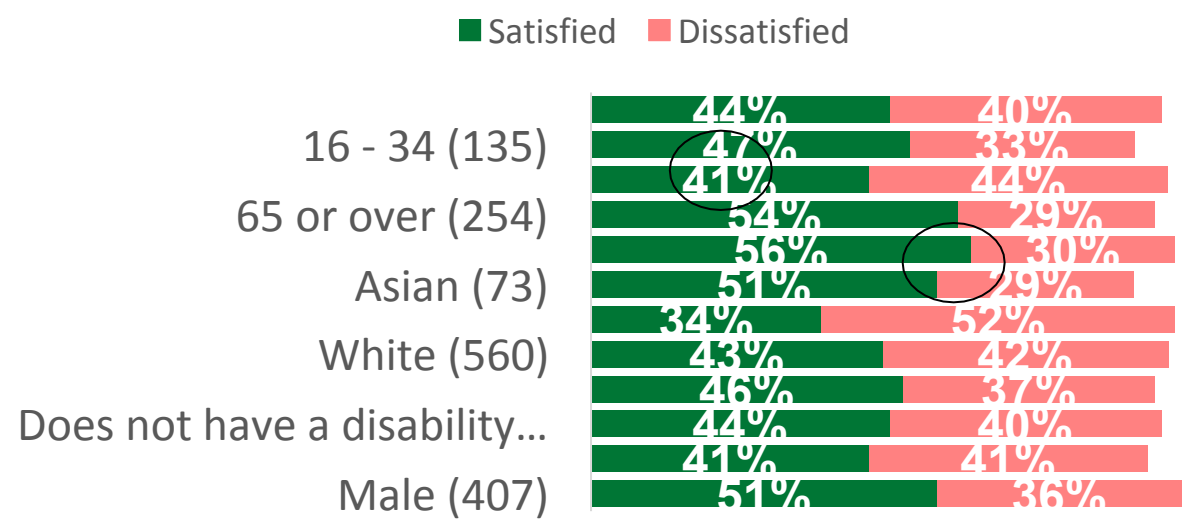
Maintenance and cleanliness of communal areas

% dissatisfied exceeds satisfied for mixed ethnic respondents and those aged 35-64

Satisfied / dissatisfied with cleanliness and maintenance of communal areas.

Overall and protected characteristics

NB: high proportion of respondents who did not select a *satisfied* or *dissatisfied* option and the base sizes are small



Those **aged 65 or over** are more satisfied than **35-64 year olds**.

For those **aged 35-64**, the proportion dissatisfied exceeds the number satisfied.

Afro-Caribbean have a higher satisfaction score than **White** and **Mixed**. For those who describe themselves as **Mixed**, the proportion dissatisfied is higher than the number satisfied. Lower satisfaction score for **female** than **males**.

Q. How satisfied or dissatisfied are you that housing service provided by the property managers : Enfield Council's Housing Service keeps these communal areas clean and well maintained? Base: Those living in a building with communal areas, either inside or outside, that Enfield Council's Housing Service is responsible for maintaining. Weighted base sizes are in parenthesis.

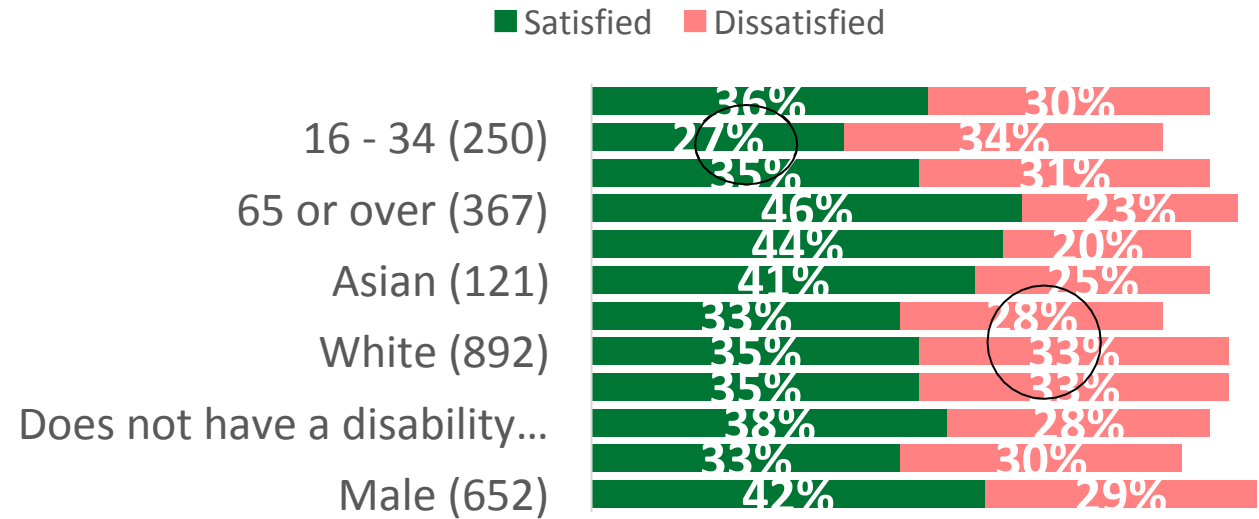
Landlord makes positive contribution to the neighbourhood

Once more, of the age groups, those aged 65 or over are most positive

Satisfied / dissatisfied that landlord makes positive contribution to the neighbourhood.

Overall and protected characteristics

NB: high proportion of respondents who did not select a *satisfied* or *dissatisfied* option



For those **aged 16-34** have the lowest satisfaction score among the different age ranges. Those **aged 65 or over**, have the highest score.

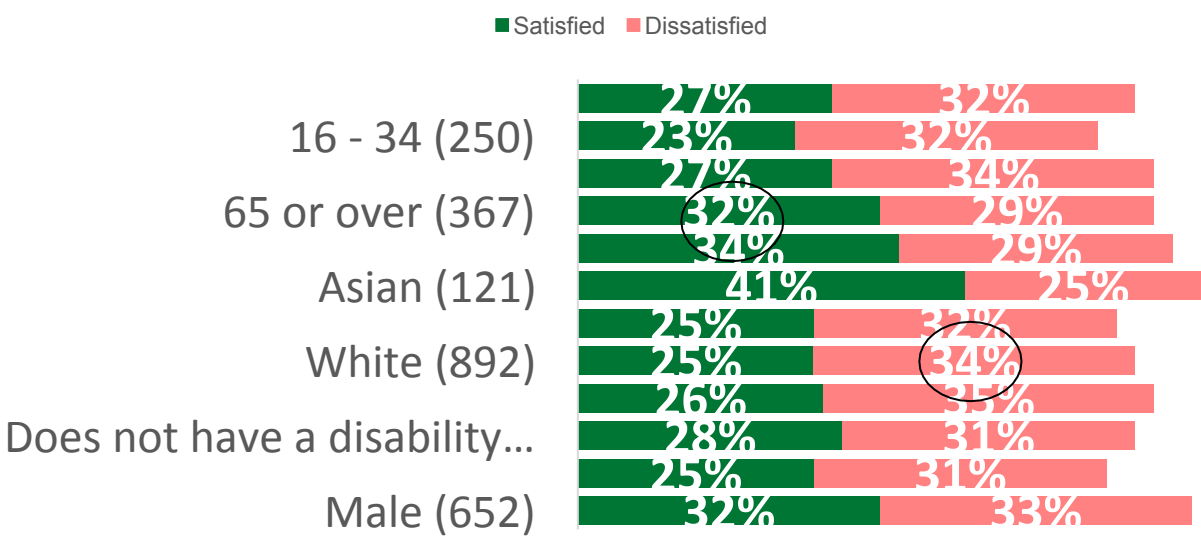
Lower satisfaction score for **female** than **males**. No statistically significant difference in the dissatisfaction scores. A seemingly typical pattern across the indicators

Q. How satisfied or dissatisfied are you that housing service provided by the property managers : Enfield Council's Housing Service makes a positive contribution to your neighbourhood? Base: all respondents. Weighted base sizes are in parenthesis.

Handling anti-social behaviour

Over a third of respondents with a disability are dissatisfied with how ASB is handled

Satisfied / dissatisfied with landlord's approach to handling ASB. *Overall and protected characteristics*



NB: high proportion of respondents who did not select a *satisfied* or *dissatisfied* option

Those aged 65 or over are more satisfied than those aged 16-34.

Both Asian and Afro-Caribbean have higher satisfaction scores than White respondents.

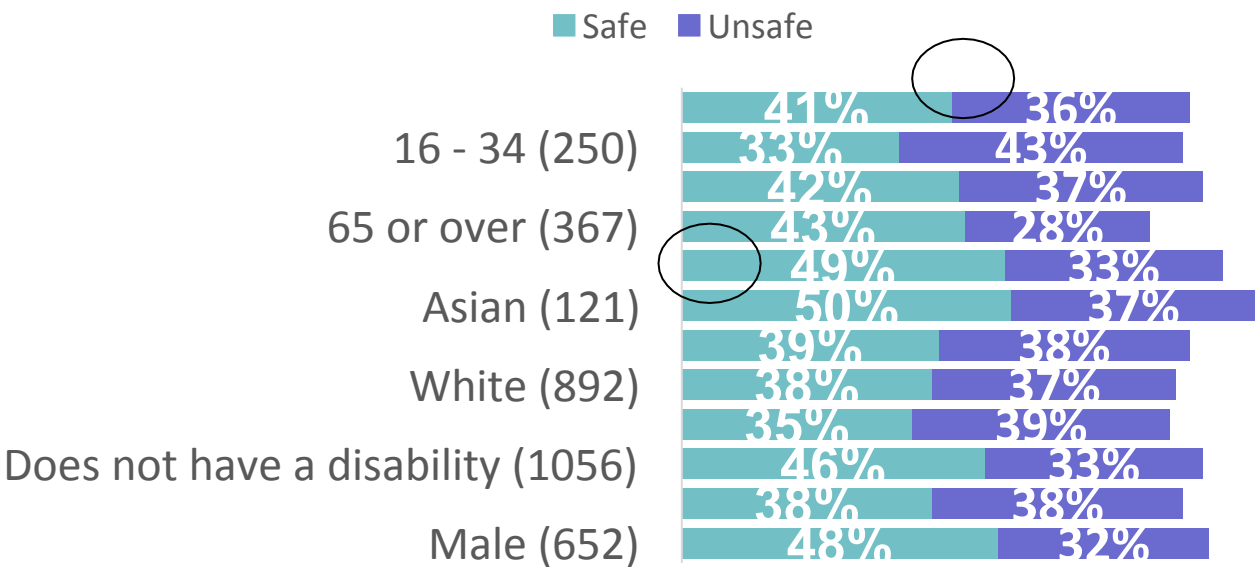
Females have lower satisfaction scores than males.

Q. How satisfied or dissatisfied are you with housing service provided by the property managers : Enfield Council's Housing Service approach to handling anti-social behaviour? Base: all respondents. Weighted base sizes are in parenthesis.

Safety outside after dark in the local area

More 16-34 year olds and those with a disability feel unsafe than safe

Safe / unsafe outside after dark in the local area. *Overall and protected characteristics*



NB: high proportion of respondents who did not select a *safe* or *unsafe* option.

The same question has been asked in Residents' Surveys in the borough in the past. Analysis of that data displayed similar patterns with **younger respondents** and **those with a disability** recording the highest unsafe scores.

Both **Asian** and **Afro-Caribbean** feel safer than **White** respondents.

Those **with a disability** feel less safe and more unsafe than those who **do not have a disability**.

Females feel less safe than **males**.

Q. How safe or unsafe do you feel when outside in your local area after dark? By local area I mean the area within 15 to 20 minutes walking distance from your home? Base: all respondents. Weighted base sizes are in parenthesis.

- Any questions?